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OneStop Business Registry

Service Plan 2005/06–2007/08

July 2005

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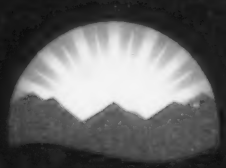

BRITISH COLUMBIA

www.gov.bc.ca

A partnership of federal, provincial and local public sector agencies in British Columbia

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Accountability within a Public Sector Partnership

Accountability for the OneStop Business Registry program is shared between those who govern the program – the Partnership Board - and those who manage the program within the BC Ministry of Finance. The Partnership Board members, representing participating public sector agencies and the sponsoring Assistant Deputy Minister of the BC Ministry of Finance, stand behind this Service Plan.

BRITISH COLUMBIA
Ministry of Finance

Jim Hopkins
Sponsoring Assistant Deputy Minister
Provincial Treasury and Registries Divisions

June 7, 2005
Date

BRITISH COLUMBIA
Ministry of Labour and Citizens' Services

Michael Cowley
Executive Director, Service Delivery Initiative

05.06.07
Date

BRITISH COLUMBIA
Ministry of Small Business and Revenue

Susan Goodfellow (chair)
Executive Director, Customer Service and Information Branch

June 3, 2005
Date

BRITISH COLUMBIA
Ministry of Finance

Ron Townshend
Registrar, Corporate and Personal Property Registries

June 30, 2005
Date

Ministry of Public Safety and Solicitor General

Roger Bassoondatt
Executive Director, Liquor Distribution Branch

June 22/05
Date

Canada Revenue Agency / Agence du revenu du Canada

Dave Bennett
Director, Business Registration and Corporate Returns Division

June 20/05
Date

WORKSAFE BC
Workers' Compensation Board

Brian Van Snellenberg
Executive Director, Finance Division

June 23, 2005
Date

Saanich
District of Saanich

Paul Murray
Director of Finance

June 6/05
Date

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OneStop Business Registry Awards

Our public sector partners have been recognized for their leadership and participation in the OneStop Business Registry with a number of prestigious awards.

April 2005: OneStop Business Registry and Corporate Online won first place in the Government to Government technology category of the 2005 International Association of Commercial Administrators (IACA) Merit Awards.

February 2005: BC's Single Business Number Project won the Gold award in the Inter-jurisdictional Leadership category at the inaugural Canadian Government CIO Review Awards.

February 2005: The Canada Revenue Agency won the Gold award for Executing the Vision Inter-jurisdictionally, partnering with BC and the provinces of Manitoba, New Brunswick and Nova Scotia.

October 2004: The Single Business Number Project was presented with the Special Category Award: Multi-jurisdictional Projects, at the BC Public Sector Information Technology Awards.

October 2004: BC's Single Business Number Project was runner-up for the Excellence in Project Management Award at the BC Public Sector Information Technology Awards.

October 2002: OneStop Business Registration was selected as the winner in the Electronic Service Delivery category for the 2002 Public Sector Transformation Awards.

June 2001: OneStop Business Registration was a finalist in the Public Services and Democracy category for the Stockholm Challenge Award.

April 2001: David Duke, a OneStop team member with the District of Saanich, became the first municipal recipient of a Provincial Public Service Award (gold medal) in the Partnership Category.

June 2000: Darlene Allan, a OneStop team member, won a silver Special Achievement Award at the inaugural Public Service Awards.

March 2000: OneStop Business Registration team won a Silver Award in the Process Improvements Category of the inaugural Public Service Awards.

September 1999: OneStop Business Registration won one of the five inaugural annual Public Sector Information Technology Awards at the Strategies for Public Sector Transformation Conference in Victoria.

Contents

Accountability within a Public Sector Partnership i

OneStop Business Registry Awards ii

I. Introduction 1

II. Strategic Context 5

III. Goals, Objectives, Strategies, Performance Measures and Targets 7

IV. Resources and Risk Management 14

Appendix A: Glossary of Terms 16

Appendix B: Key Legislation 17

Appendix C: OneStop Best Practices 18

OneStop Partnership Advisory Council Sign-off 19

OneStop Staff Sign-off 20

I. Introduction

This Service Plan describes the vision, mission and values of the OneStop Business Registry organization ("OneStop") and the overall direction it plans to follow in the three-year period from fiscal 2005/06 to 2007/08. It sets out goals, objectives, and strategies taking a Balanced Scorecard approach. In so doing, the plan provides key performance measures and targets by which our sponsors, partners, staff and customers can track progress of the initiative over time. OneStop has also written a detailed action plan for implementing this service plan.

Program Overview

The OneStop Business Registry is an award-winning program of forward-looking public sector agencies for the more effective and efficient delivery of business services. The unique value of the program is its ability to provide BC businesses interacting with the public sector with a unique business number ("BN"), or account identifier, which is assigned by the Federal government. By replacing multiple account numbers with a single number, the program makes working with and amongst the public sector at all levels faster, easier, and more convenient.

Services for Businesses

The program gives businesses integrated access to multiple levels of the public sector through a choice of channels (i.e. telephone, 24 x 7 x 365 Internet, service delivery sites) thereby saving businesses time and money. The OneStop services for businesses are:

- Public sector portal for the business community
- Facilitation of a common business identifier (i.e. federal business number) for interactions with the BC public sector
- Integrated online business registration
- Integrated online business address change
- Business update broadcasts to BN partners
- Information services and products (e.g. web site, pamphlets, help desk)

Services for Public Sector Agencies

For public sector agencies, the OneStop program reduces costs and increases voluntary business compliance and revenues by providing integrated customer service delivery and streamlining related processes. The system seamlessly transfers business information to relevant agencies without the need for re-keying, representing a substantial cost saving for partners. OneStop services for public sector agencies are:

- Public sector portal for the business community
- Business number issuance, maintenance, and update broadcasts to BN partners
- Business registration and address change

- Electronic directory of businesses operating in BC that have a Business Number
- Front-line, live customer help desk
- British Columbia Business Number point of contact with Canada Revenue Agency

A glossary of terms used by OneStop is provided in Appendix A.

Businesses can use OneStop's e-services to register a general partnership or sole proprietorship; to register for social service tax (PST), hotel room tax, goods and services tax (GST), import/export accounts, payroll deductions, corporate income tax, municipal business licenses, WCB personal optional protection, and WCB employers' registration; or to notify OneStop partners of a business address change.

The BC Business Number Hub supports the timely, reliable, auditable and secure day-to-day exchange of BN related documents (messages) amongst the BC partners and the Canada Revenue Agency, as well as BN and non-BN related data between the OneStop e-service applications and OneStop partners and clients.

In addition, OneStop maintains a Business Number Index that provides basic business data about businesses operating in BC that have been assigned a BN. The data for each business include the legal name, address and status information.

It is estimated that well over 90% of BC businesses already have a federal business number for either provincial or federal accounts. As such, the number is fast emerging as the de facto unique business identifier for the BC public sector.

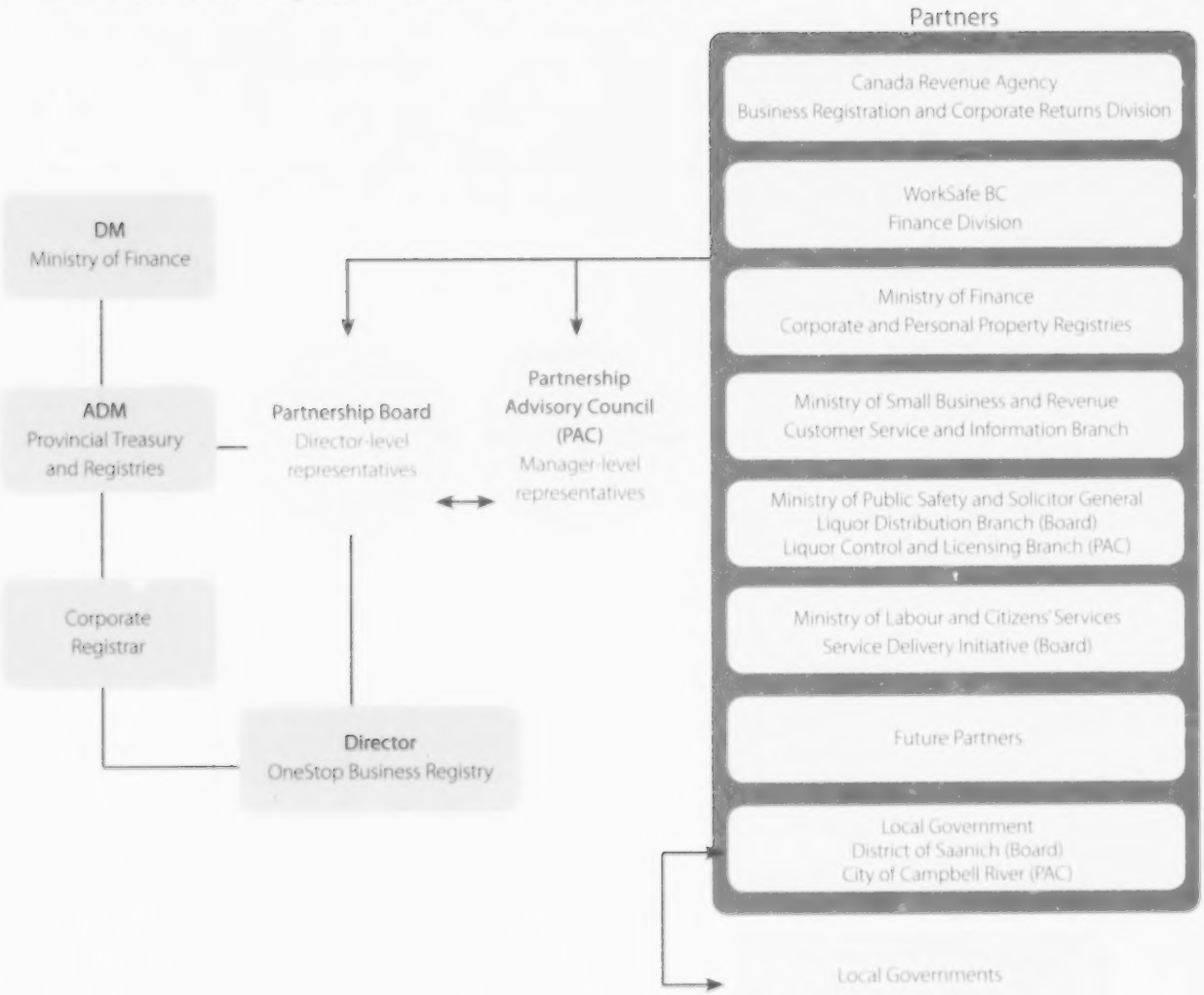
Organizational Overview

The OneStop organization is a partnership of public sector agencies that participate in the governance and management of the program, and is thus affected by many statutes (see Appendix B). In 1996, four provincial and federal public sector agencies began working together to streamline their services and make BC a better place for businesses. In 1999, local governments began to participate. In 2004, the following provincial and federal partners contributed to a project to fully update the OneStop services and introduce the business number service:

- BC Ministry of Finance
- BC Ministry of Labour and Citizens' Services
- BC Ministry of Small Business and Revenue
- BC Ministry of Public Safety and Solicitor General
- Canada Revenue Agency
- Western Economic Diversification Canada
- WorkSafe BC

Governance for the OneStop program (see following diagram) is provided by a Partnership Board, composed of senior-level representation from participating partners. The Board selects its own Chair, a position that rotates bi-annually. At the operational level, there is a Partnership Advisory Council (PAC) made up of manager-level representatives from participating partners, as well as a Business and Technical User Forum comprised of business and technical staff. These committees help ensure that proper communications and healthy relationships continue.

OneStop serves as secretariat to all three committees. The Director of OneStop chairs the PAC and the Manager of Business and Technical Operations chairs the Business and Technical User Forum. OneStop staff and partners collaborate with other provinces, territories and the federal government in the development and improvement of integrated service delivery mechanisms.



The OneStop program adheres to the following operating principles:

- Pushing the boundaries of service delivery practices of the public sector
- Shared governance and decision-making based on extensive communications with partners and customers
- Financial accountability and transparency
- Ensuring staff achieve a healthy work/life balance
- Strong collaboration with Service BC, Ministry of Labour and Citizens' Services, on the transformation of service delivery
- Meeting or exceeding the privacy requirements of the *BC Freedom of Information and Protection of Privacy Act*
- Staff are at all times cognizant of the different regional needs that exist across the province and commit to decisions that reflect this diversity
- Ensuring government system and data security standards are achieved

OneStop aims to use best practices in all areas of the business. These practices are used on an ongoing basis or as required, depending on the situation. Key best practices used by OneStop are listed in Appendix C.

2004/05 Accomplishments

The major accomplishments of the OneStop team and public sector partners over the past year are listed below:

- Completed Single Business Number Project implementation
- Secured funding to 2007/08
- Extended service to 21 hours per day, seven days per week (21x7)
- Extended help desk hours (12 hours)
- Hired OneStop staff and completed office move to the BC Ministry of Finance
- Implemented quarterly reporting

The goal of the OneStop team is to be recognized as the national leader in integrated public sector service delivery to businesses. The ultimate aim is that public sector agencies at all levels will choose the OneStop program as the de facto choice for all our services.

II. Strategic Context

This section sets out the vision, mission, and values of the OneStop organization, as well as describes the strategic opportunities and challenges facing the organization.

Vision

OneStop Business Registry partners are leaders in making it easier for businesses to interact with the public sector.

Mission

For businesses: To save time and money when dealing with the public sector by providing fast, easy and convenient access to public services.

For public sector agencies: To reduce costs and increase business compliance and revenues by providing integrated customer service delivery and facilitating streamlined related processes.

Value

Business-focused:	To challenge ourselves and our public sector partners to consider the business user's perspective when designing program initiatives.
Collaborative:	To be a corporate team player committed to helping our partners succeed.
Accountable:	To be results-focused, oriented towards providing high quality service that is efficient and timely, and to always improve performance, products and services while being fiscally responsible.
Trusted:	To earn people's trust through honesty, fairness and professionalism in all our dealings.
Entrepreneurial:	To think creatively, evaluate new ideas and take reasonable risks to achieve the program's goals and objectives.

Situation Assessment

OneStop operates within dynamic external and internal environments. The key strategic opportunities and challenges facing the organization are summarized in the following paragraphs:

Key Opportunities

The 2004 *Taking Care of Business* survey conducted by the Institute for Citizen-Centred Service confirmed that businesses throughout BC and across Canada are expecting public sector agencies at all levels to work collaboratively to deliver services. At the same time, the public sector is challenged by the scarcity of resources and the need to improve customer service while increasing compliance with regulatory requirements.

The OneStop partners are out in front in addressing this opportunity through the use of their integrated service delivery model. OneStop provides leadership for cross-ministry action and the government-wide shift towards making services more client-centred as set out in the *Framework for Client-Centred Service Delivery*, an initiative sponsored by the Premier's Office.

Key Challenges

Public Sector Partnerships – A key challenge is the ability to recruit and support more public sector agencies to join the partnership. There are a number of obstacles to overcome, including the difficulty for agencies to change established practices, to make the business case for change, to integrate different processes and technologies, and to communicate the common portal to business users. Moreover, a successful partnership requires continual care and attention which is difficult to sustain when resources are limited and there are competing demands on staff time. Legislative changes are required to allow OneStop to meet its short and long term goals.

Funding Expansion – The BC Ministry of Finance provides OneStop with core funding[1] to sustain operations, as well as additional funding for future growth and development. This additional funding is an increasing amount that is assured only up to fiscal year 2007/08. The challenge is to create a financial model in 2005/06 for use commencing in 2008/09 that will generate the additional funding needed to expand the OneStop integrated service delivery concept. Part of the challenge will be for the OneStop partners to find innovative ways of making the most of their combined resources.

[1] Core funding is provided by a portion of business registration and incorporation fees.

III. Goals, Objectives, Strategies, Performance Measures and Targets

This section presents OneStop's goals, objectives, and strategies, as well as performance measures and associated targets. These elements were developed using a Balanced Scorecard approach that has four perspectives: financial, customers, internal business processes, and learning and growth. A Balanced Scorecard translates an organization's vision and strategy into a comprehensive set of performance measures that provides a framework for strategically managing the business.

Summary of Goals

Goals are the long-term end results or outcomes that OneStop aims to achieve in fulfilling its vision and mission:

Goal 1: More Use of Integrated Service Delivery – Public sector agencies and businesses increase their use of the OneStop program and other integrated service delivery initiatives.

Goal 2: Business Customer Satisfaction – Businesses are satisfied with the accessibility and quality of OneStop's services.

Goal 3: OneStop Processes that are Effective and Efficient – The OneStop system is responsive to partner needs and is being operated effectively and efficiently.

Goal 4: Financial Capacity for Growth – OneStop has the capacity to fund its growth and expansion.

Summary of Key Actions

A synopsis of the key short term and long term actions are provided below:

2005/06 Expansion within the Provincial Government

1) Embark upon the Business Number Partner Expansion Project with:
   - Corporate and Personal Property Registries, Ministry of Finance;
   - Corporate Authentication Program Implementation Project, Ministry of Labour and Citizens' Services;
   - Liquor Control and Licensing Branch and Liquor Distribution Branch, Ministry of Public Safety and Solicitor General.
2) Develop a strategy for the electronic integration of new program partners with an emphasis on cost-effectiveness.

3) Establish new funding model to be implemented in 2008/09.

4) Increase market penetration by expanding the number and type of partners while continually improving operations. OneStop services will be enhanced in consultation with BC businesses and partners.

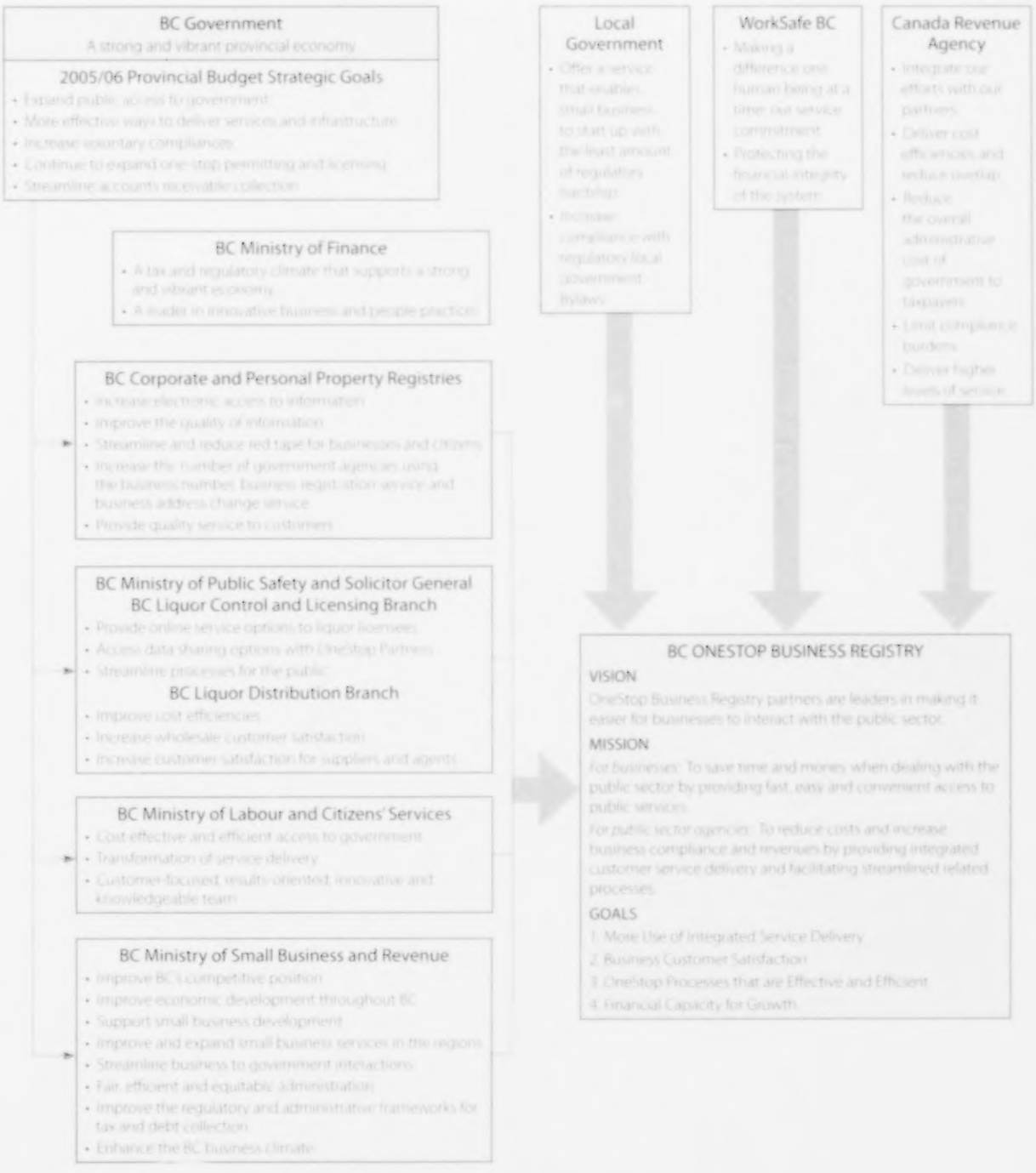
2006/07 Continued Expansion and Reaching out to Local Governments

The OneStop Business Registry office will continue to strategically expand the use of the Business Number and other services to more provincial agencies. In parallel, staff will embark upon a path to promote the use of the Business Number to local governments, while streamlining the technical integration of the OneStop services they currently utilize, for the benefit of both business and the public service. Integration with key provincial and federal agencies such as the Ministry of Labour and Citizens' Services and Industry Canada and their respective service delivery initiatives will continue.

2007/08 Becoming the Natural Choice

OneStop will build on its strategic partnerships to this point to ensure that the Business Number and other OneStop services emerge as the first choice for public sector agencies delivering integrated services, as well as for businesses seeking seamless service delivery from their public sector agencies. The office will be looking to expand the number of services it offers.

Alignment with BC Government and Partners' Goals


BC Government
A strong and vibrant provincial economy
2005/06 Provincial Budget Strategic Goals
• Expand public access to government
• More effective ways to deliver services and infrastructure
• Increase voluntary compliances
• Continue to expand one-stop permitting and licensing
• Streamline accounts receivable collection
BC Ministry of Finance
• A tax and regulatory climate that supports a strong and vibrant economy
• A leader in innovative business and people practices
BC Corporate and Personal Property Registries
• Increase electronic access to information
• Improve the quality of information
• Streamline and reduce red tape for businesses and citizens
• Increase the number of government agencies using the business number, business registration service and business address change service
• Provide quality service to customers
BC Ministry of Public Safety and Solicitor General
BC Liquor Control and Licensing Branch
• Provide online service options to liquor licensees
• Access data sharing options with OneStop Partners
• Streamline processes for the public
BC Liquor Distribution Branch
• Improve cost efficiencies
• Increase wholesale customer satisfaction
• Increase customer satisfaction for suppliers and agents
BC Ministry of Labour and Citizens' Services
• Cost effective and efficient access to government
• Transformation of service delivery
• Customer-focused, results-oriented, innovative and knowledgeable team
BC Ministry of Small Business and Revenue
• Improve BC's competitive position
• Improve economic development throughout BC
• Support small business development
• Improve and expand small business services in the regions
• Streamline business to government interactions
• Fair, efficient and equitable Administration
• Improve the regulatory and administrative frameworks for tax and debt collection
• Enhance the BC business climate
Local Government
• Offer a service that enables small business to start up with the least amount of regulatory hardship
• Increase compliance with regulatory local government bylaws
WorkSafe BC
• Making a difference one human being at a time: our service commitment
• Protecting the financial integrity of the system
Canada Revenue Agency
• Integrate our efforts with our partners
• Deliver cost efficiencies and reduce overlap
• Reduce the overall administrative cost of government to taxpayers
• Limit compliance burdens
• Deliver higher levels of service
BC ONESTOP BUSINESS REGISTRY
VISION
OneStop Business Registry partners are leaders in making it easier for businesses to interact with the public sector.
MISSION
For businesses: To save time and money when dealing with the public sector by providing fast, easy and convenient access to public services.
For public sector agencies: To reduce costs and increase business compliance and revenues by providing integrated customer service delivery and facilitating streamlined related processes.
GOALS
1. More Use of Integrated Service Delivery
2. Business Customer Satisfaction
3. OneStop Processes that are Effective and Efficient
4. Financial Capacity for Growth

Performance Scorecards

This section provides a series of four performance scorecards for OneStop. They show the objectives that OneStop aims to achieve on the way to accomplishing the goals; the strategies for achieving the objectives; the performance measures that indicate the degree of success in achieving the objectives and goals; and the targets for future performance levels.

GOAL 1: More Use of Integrated Service Delivery – Public sector agencies and businesses increase their use of the OneStop program and other integrated service delivery initiatives.

OBJECTIVES

- More public sector partnerships
- Increased business usage of OneStop program
- Universal adoption of the federal business number as the business identifier

STRATEGIES

1.1 Recruit new partners and increase services for existing partners
1.2 Market to the business community
1.3 Support and where desired expand service delivery partnerships
1.4 Remove barriers and promote integrated public sector services for businesses

Performance Measure[2]		Baseline 2004/05	Targets			Reporting Frequency and Audience
			2005/06	2006/07	2007/08	
• No. of partner programs participating in business registration		77	90	110	120	Quarterly to program and delivery partners
• No. of partner programs participating in business address change		76	90	110	120	
• No. of partner programs using or committed to using Business Number		8	12	18	24	
• % of partners' total business customer registrations done through OneStop program	CPPR P&P	80 %	80 %	100 %	100 %	Quarterly to program and delivery partners
	CPPR Corp	0 %	0 %	15 %	30 %	
	WorkSafe BC	5 %	7 %	10 %	15 %	
	MSBR – SST	34 %	50 %	65 %	75 %	
	MSBR – HRT	30 %	50 %	65 %	75 %	
	CRA[4]	N	TBD	TBD	TBD	
• % of partners' total business customer address changes done through OneStop program	WorkSafe BC	1 %	1 %	1 %	1 %	Quarterly to program and delivery partners
	MSBR – SST	< 1 %	< 1 %	20 %	30 %	
	MSBR - HRT	< 1 %	< 1 %	20 %	30 %	
	CRA	TBD	TBD	TBD	TBD	
• Extent to which partners lever OneStop infrastructure (qualitative measure)		Questionnaire to partners				Annually to all partners

[1] Legend: CPPR is Corporate and Personal Property Registries; P&P is proprietorships and partnerships; Corp is corporations; MSBR is Ministry of Small Business and Revenue; CRA is Canada Revenue Agency; SST is social service tax (PST); HRT is hotel room tax; NA is not available; and TBD is to be determined.

[2] Includes Canada Revenue Agency.

[4] Figures for CRA represent BC activity only.

GOAL 2: Business Customer Satisfaction – Businesses are satisfied with the accessibility and quality of OneStop's services.

OBJECTIVES

- Accessibility of business services
- Quality of business services

STRATEGIES

2.1 Seek input from customers and a Business Advisory Council

2.2 Design and deliver services with the business user in mind (e.g. multiple channels, user- friendliness)

2.3 Ensure customer service staff at OneStop and delivery partners are well-trained

Performance Measure	Baseline 2004/05	Targets			Reporting Frequency and Audience
		2005/06	2006/07	2007/08	
• Extent of time that OneStop partners' services are accessible online	21 x 7	24 x 7	24 x 7	24 x 7	Quarterly to program and delivery partners
• Percentage of time OneStop e-services are accessible	99 % [1]	99.5 %	99.9 %	99.9 %	
• No. of hours that OneStop Help Desk is available	12 hrs. per business day	12 hrs. per business day	12 hrs. per business day	Add non-business day service	
Extent of reported business customer satisfaction:					Quarterly to program and delivery partners
• Time to complete a business registration transaction	NA	Baseline TBD	TBD	TBD	
• Time to complete an address change transaction	NA	Baseline TBD	TBD	TBD	
• Easy-to-follow instructions	90 % agree	90 % agree	95 % agree	95 % agree	
• Will use again or recommend to others	95 % agree	95 % agree	95 % agree	95 % agree	
• Overall rating (weighted on 5 point scale)	4.1	4.1	4.1	4.1	
• Number of unanswered telephone calls to Help Desk during advertised open hours	NA	Baseline TBD	TBD	TBD	
• Wait time to receive response from email inquiry	2 business days	1 business day	1 business day	1 business day	

[1] Based on standards set out in the LDTI Service Level Agreement and a standard of 24/7 service which includes scheduled downtime for system maintenance.

[2] Based on 21x7 service availability; 24x7 commencing June 2005.

GOAL 3: OneStop Processes that are Effective and Efficient – The OneStop system is responsive to partner needs and is being operated effectively and efficiently.

OBJECTIVES

- Improved communication with all partners
- High performing system (i.e. integration, reliability, stability, and security)
- Cost competitive system

STRATEGIES

3.1 Support and maintain strong relationships with partners
3.2 Stay current with partners' business operations and ensure synchronicity
3.3 Apply and maintain flexible technology solutions
3.4 Streamline processes and identify cost reduction opportunities
3.5 Manage risks and plan for business continuity
3.6 Ensure ongoing availability of motivated and qualified staff

Performance Measure	Baseline 2004/05	Targets			Reporting Frequency and Audience
		2005/06	2006/07	2007/08	
Extent of reported partner satisfaction: • System performance (i.e. integration, reliability, stability and security) • Organizational governance • Responsiveness to requests for system technical support • Responsiveness to requests for system enhancements • State of Operator and Service Level Agreements	NA	80 %	85 %	85 %	Annually to program and delivery partners
• Cost per customer transaction using OneStop services	NA	Baseline TBD	TBD	TBD	Annually to Partnership Board
• Minimum number of days of relevant staff development per year per person	7	7	7	7	Annually to Partnership Board
• Extent to which partners' investment in OneStop program has achieved intended outcomes (qualitative measure)	Press clippings Letters to Minister(s)				Annually to all partners
• Extent to which the OneStop Business Registry is a leader in similar e-government initiatives across Canada (qualitative measure)	Press clippings Awards Environmental scan				Annually to all partners
• Extent to which partners perceive OneStop staff as courteous and helpful (qualitative measure)	Verbal and written comments received				Annually to all partners

GOAL 4: Financial Capacity for Growth – OneStop has the capacity to fund its growth and expansion.

OBJECTIVES

- New revenue sources developed
- Funding growth

STRATEGIES

4.1 Develop and implement a sustainable funding model

4.2 Explore alternate non-traditional revenue sources

4.3 Track costs to support decisions about OneStop system operations, maintenance and enhancements

Performance Measure	Baseline 2004/05	Targets				Reporting Frequency and Audience
		2005/06	2006/07	2007/08	2008/09	
• Percentage of total budget:						Annually
– From BC Ministry of Finance	0 %	20.7 %	26.9 %	32.1 %	0 %	
– From business registrations	100 %	79.3 %	73.1 %	67.9 %	67.9 %	
– From partner sources	0 %	0 %	0 %	0 %	32.1 %	

OneStop must have the capacity to fund its own growth starting in 2008/09

IV. Resources and Risk Management

This section summarizes the human, financial, and technical resources used to operate the OneStop program.

Human Resources

OneStop staff deliver and support the program. The program's six full-time positions will be filled by June 2005. As the number of OneStop partners increases, additions to the staff complement will be considered. OneStop makes use of consultants and co-op students as required.

Financial Resources

The total operating budget for the OneStop Business Registry in 2005/06 is $2.187 million. Funding is obtained from two sources within the Ministry of Finance. Approximately 80% is sourced from a portion of fees for incorporation and proprietorship / partnership registrations. In addition, the Ministry of Finance is supporting the continued operation and growth of OneStop by providing the additional 20%. In 2006/07 and 2007/08, the budget will increase to support growth, with the non-fee financing portion growing to 32%, recognizing that the current funding sources do not increase in line with successful expansion of the OneStop program and the related increases to the cost base. During the coming year, a self-sustaining funding model will be developed to replace the additional support provided by the ministry in 2008/09.

2005/06 capital funding is divided into two areas. $250,000 is available for use for BN Hub, Business Registration and Business Address Change enhancements. In addition, $60,000 is available for each new Business Number partner (to a maximum of four partners) to use for required Hub/Registration integration enhancements, with amortization to be repaid by the new partners.

Technology and Systems Resources

Hardware infrastructure services are purchased from Common IT Services (CITS) in the Ministry of Labour and Citizens' Services. CITS is responsible for the infrastructure budget for fiscal 2005/06 while they develop a new funding model. Budget management will be handed back to the ministries in 2006/07 along with the new funding model CITS will have developed.

OneStop is working closely with Corporate and Personal Property Registries (CPPR) and other partners to increase operating efficiencies. WorkSafe BC has recommended some technical infrastructure changes that will result in the removal of two servers and transferring them to CPPR to assist in stabilizing the Corporate Online Application.

Application development and maintenance is currently being purchased from a private sector systems integrator, Fujitsu Consulting. OneStop and the systems team within Corporate and Personal Property Registries are planning to ultimately adopt the same systems integrator as well as streamline the systems methodology between the units.

Risk Management

A comprehensive Enterprise-wide Risk Management Strategy is currently being developed and will be presented to the Partnership Board upon completion.

Appendix A: Glossary of Terms

Business Number:	The Business Number (BN) is a numbering system that simplifies and streamlines the interaction between businesses and public agencies. It is based on the idea of one business, one number. OneStop has adopted the federal BN assigned by Canada Revenue Agency (CRA), as the single identifier for business. CRA assigns a unique nine-digit registration number to each business and also assigns two letters and four digits to identify a specific program account a business may have. Sample business registration: In this example, a corporation wants to register for coverage with WorkSafe BC and for two accounts with the Ministry of Small Business and Revenue (MSBR). The business receives: Business Number – 945127589 BC Incorporation – 945127589 BC 0001 WorkSafe BC account – 945127589 BW 0001 1st MSBR account (PST) – 945127589 BT 0001 2nd MSBR account (HRT) – 945127589 BT 0002
BN Hub:	The BN Hub supports the day-to-day exchange of Business Number related documents (messages) amongst the BC partners and the Canada Revenue Agency, as well as BN and non-BN related data between the OneStop e-service applications and OneStop partners and clients.
BNI (BN Index):	The BN Index provides basic business data about businesses operating in BC that have been assigned a Business Number. The data for each business include the legal name, address and status information.
Business Registration:	A business can use the business registration service to register with numerous federal, provincial or local public sector agencies.
Business Address Change:	If an incorporated company changes its address, it can use the business address change service to advise participating agencies. An incorporated company must have a BCeID to use the business address change service.
Delivery Partner:	An organization that works with the OneStop Business Registry to make the services accessible to businesses.
Employee Performance and Development Planning (EPDP):	The Employee Performance and Development Planning (EPDP) process: • Supports individual and organizational performance, learning and development; and • Aligns individual employee performance with the goals and objectives of the entire organization.
Environmental Scan:	An assessment or review of the current situation facing an organization or program.
Multi-channel Service Delivery:	Multi-channel delivery refers to the delivery of services through several different channels, including the Internet, telephone, and conveniently located service delivery sites.

Appendix B: Key Legislation

The activities of the OneStop Business Registry are affected by a number of legislative statutes, including the following:

Provincial

- *Business Corporations Act*
- *Business Number Act*
- *Community Charter*
- *Cooperative Association Act*
- *Freedom of Information and Protection of Privacy Act*
- *Hotel Room Tax Act*
- *Liquor Control and Licensing Act*
- *Liquor Distribution Act*
- *Local Government Act*
- *Partnership Act*
- *Social Service Tax Act*
- *Society Act*
- *Workers Compensation Act*

Federal

- *Access to Information Act*
- *Canada Customs and Revenue Agency Act*
- *Excise Tax Act*
- *Income Tax Act*
- *Privacy Act*

Local Government

- Various by-laws

Appendix C: OneStop Best Practices

Key best practices used by OneStop are listed below. These practices are used on an ongoing basis or as required, depending on the situation.

Towards More Use of Integrated Service Delivery (Goal 1)

- Challenge policy interpretations where they are a barrier to better customer or partner service
- Work with local government associations such as UBCM
- Communicate with business associations

Towards Business Customer Satisfaction (Goal 2)

- Determine business user and partner impacts of any service or system changes
- Conduct regular customer satisfaction surveys
- Prepare project charters and pilot any new initiatives

Towards OneStop Processes that are Effective and Efficient (Goal 3)

- Work with Service BC, MLCS to be early adopters of emerging government priorities and initiatives
- Hold monthly meetings of the Business and Technical User Forum to review system performance and enhancement opportunities and to communicate about planned system changes
- Conduct an annual survey of all partners
- Provide partners with regular performance reports
- Go the extra mile in communicating and informing partners, meeting face-to-face whenever reasonable to do so
- Continually orient OneStop staff about our partners' needs and requirements
- In consultation with Internal Audit Branch, Ministry of Finance, perform periodic reviews of systems and related business processes to ensure adequate controls
- Show how the OneStop program is a fun and interesting opportunity for OneStop and partner staff to learn and to work
- Challenge and assist partners to modify their processes to further enable integrated service delivery
- Manage staff succession through strategic backfilling and co-op hiring
- Conduct national and international environmental scanning of best practices in integrated service delivery
- Stay abreast of Auditor General's recommendations pertaining to service planning and performance reporting
- Prepare a "best in class" annual service plan and use it to drive performance and make corrective actions as needed
- Effectively utilize the Partnership Board, Partnership Advisory Council and Business and Technical User Forum for issue identification and resolution
- Review the OneStop Business Registry governance structure annually
- Promote healthy work/life balance

Towards Financial Capacity for Growth (Goal 4)

- Monthly management review of financial statements

OneStop Partnership Advisory Council Sign-off

The members of the Partnership Advisory Council acknowledge and support this Service Plan. OneStop representation on the Partnership Advisory Council is Mike Kelley (chair), Patty Ballam and Patrick Deakin.

BRITISH COLUMBIA
Ministry of Public Safety and Solicitor General

Jan Evans
Project Manager, OneStop Project
Liquor Control and Licensing Branch

June 8/05
Date

BRITISH COLUMBIA
Ministry of Finance

Tony Farr
Manager, Systems and Administration
Corporate and Personal Property Registries

June 3/05
Date

BRITISH COLUMBIA
Ministry of Small Business and Revenue

Theo Kover
Manager, Tax Administration
Customer Service and Information Branch

June 3/05
Date

Canada Revenue Agency / Agence du revenu du Canada

Christina Cadieux
Business Registration Online Partnership Support, Business Registration, Business Returns Payment Processing Branch

June 15/05
Date

Canada Revenue Agency / Agence du revenu du Canada

Rob Ringrose
Team Leader, Business Registration Online Partnership Support, Business Registration, Business Returns Payment Processing Branch

June 15/05
Date

WORK SAFE BC
Workers' Compensation Board

Richard Burgoyne
Manager, Finance Systems Product
Assessments Operations, Worker and Employer Services

June 23/05
Date

WORK SAFE BC
Workers' Compensation Board

Carolyn Coles
Project Manager, Information Services Division

June 23/05
Date

City of Campbell River

Jacquie Tarasoff
Business Licence Inspector and Bylaw Enforcement Officer

June 8/05
Date

OneStop Staff Sign-off

The OneStop staff acknowledges and support this Service Plan.

Patty Ballam
Manager, Business and Technical Operations
Date: June 6/05

Patrick Deakin
Manager, Partnership and Policy Development
Date: June 7-05

Nicole Dmytar
Program Assistant
Date: June 6/05

Stuart Hartsook
Junior Analyst (Co-op Student)
Date: June 6/05

Mike Kelley
Director
Date: June 6/05

Dagmar Lehmann
Partnership and Policy Advisor
Date: June 6/05

Adam McKinnon
Program Analyst
Date: JUNE 6/05

David Roberts
Database Analyst
Date: June 6, 2005

BCeID

Business Address Change

Business Number

Business Registration

Corporate Income Tax

GST/HST

Hotel Room Tax

Import/Export

Liquor Licensing (Spring 2006)

Municipal Business Licences

Partnership Registration

Payroll Deductions

Proprietorship Registration

Social Services Tax (PST)

WCB Personal Optional Protection

WCB Employer's Registration

one stop

bc business registry.ca

OneStop Business Registry
British Columbia Ministry of Finance
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Victoria BC V8W 9V3

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